

Eaton Launches New and Improved Extended Warranty and Service Plans

Power management company, Eaton, today announced the launch of new Extended Service Plans (ESP) replacing the previous Power Life Pack (PLP) program. ESP is a suite of warranty uplift and enhanced service plans tailored to Eaton's Single-Phase Uninterruptible Power Supply (UPS) portfolio.

The new warranty and service plans provide customers with a cost effective, extension of manufacturer's warranty as well as post sales service enhancements for Eaton's single phase UPS products for up to five years from the date of end user purchase or commissioning.

Additional new benefits include warranty extension, advanced product replacement, manufacturer pre-paid logistics & priority support – all designed to complement today's 'always on' IT business environment.

Strategically designed for the most critical IT assets, Eaton's ESPs are provided in two offerings: Warranty+ Standard and Warranty+ Premium plans, the latter providing additional start-up/commissioning plus and annual on-site preventative maintenance visit for the duration of the service plan.

Key features of each plan include:

Warranty+ Standard

Applicable to Eaton's single-phase UPS system up to 11 kVA

Available for up to five year total warranty uplift (including batteries)

Same business day dispatch, advance replacement

New replacement unit delivered direct to the customer site nationally free of charge

Next business day response onsite for hardwired single phase UPS systems: 3.1kVA– 11 kVA

Access to Eaton customer service centre and technical support, business hours

Warranty+ Premium

Applicable to Eaton's hardwired single-phase UPS systems: 5kVA – 11 kVA

Available for up to five (5) year total warranty uplift (including batteries)

Same business day dispatch, advance replacement

Next Business Day Response onsite

Start-up/Commissioning

Access to Eaton customer service centre and technical support, 24 x 7

Registration & asset tracking made simple

Standard online product warranty and ESP activations are now done electronically via the standard Eaton Power Quality website via the customers personal profile.

This portal can be utilised as an asset tracking register to view warranty and service attachment status per item, location of equipment, serial number of equipment, as well as to update personal details and create multiple locations where various equipment is installed.

Authorisation settings can also be enabled for other users to view this asset register as required, and optionally assign authority to a third party to register a product on behalf of another user.

For further information on Eaton's ESPs, visit <http://powerquality.eaton.com/Australia/Products-Services/Services/AU-Service-Plans.asp>

About Eaton

Eaton's electrical business is a global leader with expertise in power distribution and circuit protection; backup power protection; control and

automation; lighting and security; structural solutions and wiring devices; solutions for harsh and hazardous environments; and engineering services. Eaton is positioned through its global solutions to answer today's most critical electrical power management challenges.

Eaton is a power management company with 2013 sales of US\$22.0 billion. Eaton provides energy-efficient solutions that help our customers effectively manage electrical, hydraulic and mechanical power more efficiently, safely and sustainably. Eaton has approximately 101,000 employees and sells products to customers in more than 175 countries. For more information, visit www.eaton.com